BRADY
WHEN PERFORMANCE MATTERS MOST™

USER'S GUIDE

Jet-ID BASIC

July 2010 Rev. 1.0

Jet-ID Basic User's Guide

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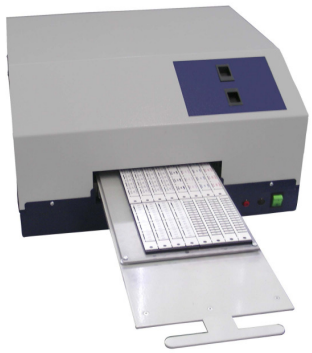
NOTES FOR THE USER

- High temperatures inside the printer may cause malfunctions. Do not place anything in front of the air ventilation opening or block it in any way.



- The expulsion of hot air from the ventilation opening is normal and is not cause for alarm.
- Do not leave the right front door open. Dust or other materials may enter the printer, reducing its print quality.
- During printing, do not move the printer or open its doors.
- Do not open the right front door during printing. In this case, printing would be interrupted.
- Be careful and prevent clips and other objects from falling inside the printer.
- When the printer is switched on for the first time after the print cartridge installed, the print heads will be filled. This process may clog the print heads. If this happens, clean the print heads.
- Do not switch off the printer or unplug the power cable from the wall outlet during printing.
- During printing, avoid bumping or shaking the printer.
- When the printer is not in use, disconnect its power supply. If the printer is not used for more than 24 hours, cleaning the print heads with the special cleaner cartridges is recommended.

- Up to 20 kg (44.1 lb) of uniform weight can be placed on the printer. Do not place concentrated weight greater than 5 kg (11.1 lb) on the printer.
- Do not place unstable objects on the printer. These objects may fall and cause harm to users and/or damage to the printer.
- The print cartridges and consumption materials conform to the manufacturer's safety specifications. To ensure safety and reliability, use original print cartridges and consumable materials.
- To ensure printing quality and compactness, this printer always uses all available colours (black, cyan, magenta and yellow) to produce images. Even if the print image is in black and white or if [Black and White] is selected in the dialog window, all the colours are used.
- Printing is interrupted if one of the print cartridges is empty. If a print cartridge containing the colours cyan, yellow or magenta is empty, printing will not be possible, even in black and white. If a message is displayed requesting that a print cartridge be replaced, do so as soon as possible.
- Printing hundreds of tags per day may clog the print head. If this happens, clean the print head using the cleaning kit provided along with the printer.
- This printer regularly carries out automatic maintenance during and after printing to ensure consistent print quality. Maintenance is also carried out when printing is resumed after a period of disuse.
- Colour ink may be used even if when printing black text or if black and white printing has been specified. It may also be used for the partial or complete cleaning of the print head, carried out to keep the printer in top working order.
- If this printer is not used for a prolonged period of time, switch off the power supply, disconnect the USB cable and unplug the power cable from the wall outlet. Since the printer consumes a lot of ink to carry out print head cleaning and maintenance when it is switched on after a prolonged period of disuse, it is recommended that the printer be used at least once per month and that during periods of disuse, cleaner cartridges be inserted to

prevent the nozzles from clogging.

- Do not move the printer when it is switched on. When the printer is switched off, make sure it is placed on a flat surface, and protected from shocks and vibrations.
- Do not switch off the printer while it is in use. Make sure the printer is inactive before switching it off.
- Condensation may form inside the printer if it is moved from a cold to a warm place. Wait for the condensation to evaporate and avoid switching on the printer for at least an hour after it has been moved.

Welcome

PHASES OF PREPARATION

This reference guide contains basic information on the installation and use of the Brady Jet-ID Basic printer. .

Software for preparing the labels is available for the printer. For additional information, contact your local Brady Italia srl distributor.

TO BEGIN

Removing the packaging

Save the container and all packing materials for future shipments.

Inspect the printer to make sure it hasn't been damaged during shipment:

- Examine the external surfaces to ensure they have not been damaged.
- Lift up the ink cartridge access door and inspect the compartment.
- Inspect the tag loading carriage and make sure it has not been damaged during transport.

Damage report

If damage caused during shipping is found:

- Immediately inform the shipping company and forward a damage report
- Save the container and all packing materials for the inspection
- Inform your Brady distributor of any damage found

Brady Italia is not responsible for damage to the printer caused during shipment and any compensation for such damage is not covered by the guarantee. All requests for compensation must be directed to the shipping company.

COMMUNICATION

Consult Pic. 1 The Jet-ID Basic printer is equipped with a 2.0 USB port.

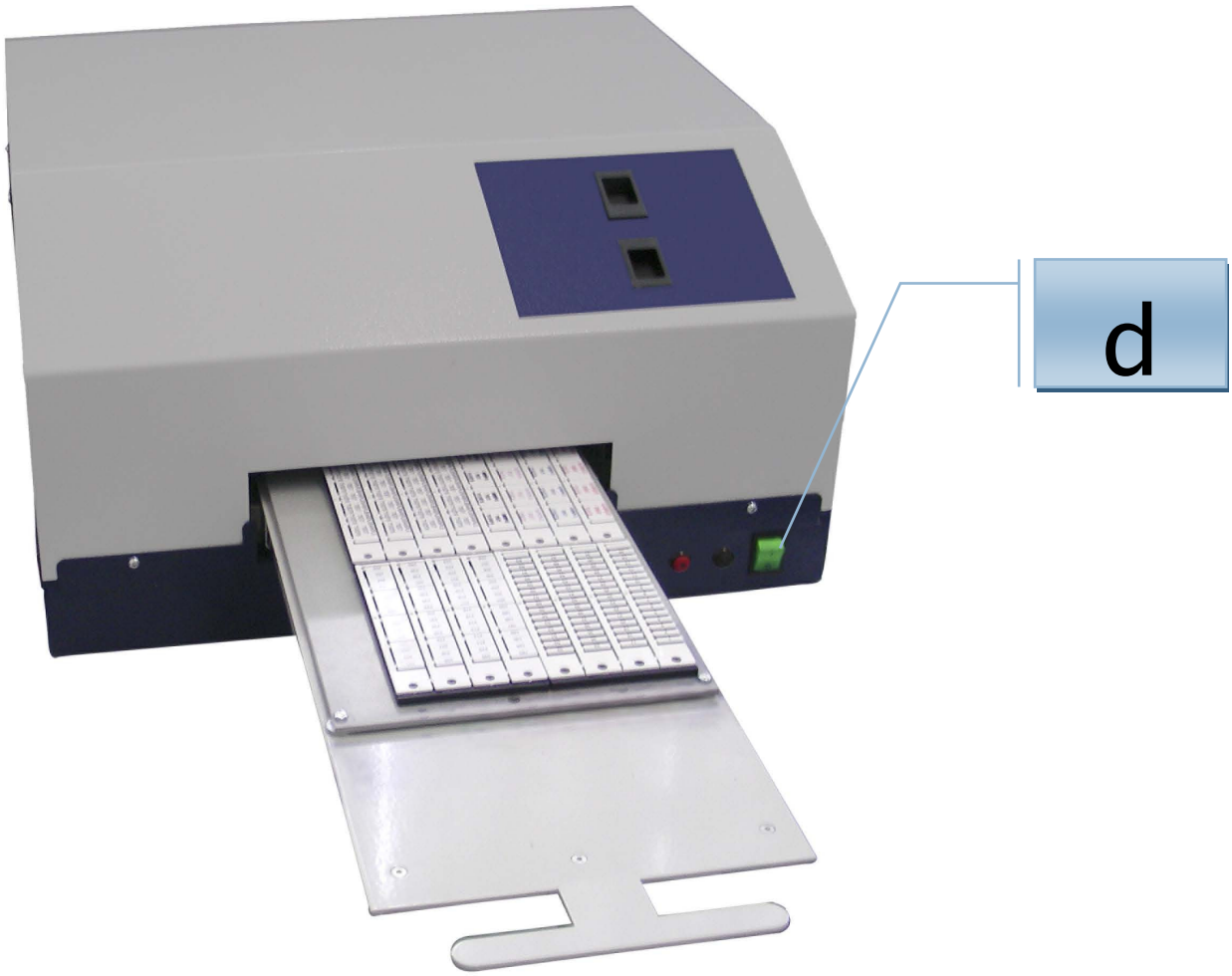
POWERING THE PRINTER

The Jet-ID Basic printer's power supply unit automatically detects the applied network voltage and operates in the range of 198 – 264 VAC.

Consult Pic. 1 The power cable is equipped with a three-pole female connector end that is connected to the corresponding connector (c) on the back of the printer.

> **ATTENTION! For the safety of personnel and equipment, always use a grounded three-pole plug for connecting the network to the AC power supply.**

Before connecting the power cable to the AC outlet, make sure the AC (ON/OFF) switch (d) is in the OFF position (O).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Loading the ink cartridges

[TYPE THE SUBHEADING]

REPLACING AN EMPTY INK CARTRIDGE

This printer uses ink cartridges with IC chips. The IC chips accurately monitor of the amount of ink used by each cartridge; so that even if a cartridge is removed and then reinserted, all the ink present will be used. However, every time a cartridge is inserted a small amount of ink is consumed, because the printer automatically carries out a cartridge reliability check.

Warning: : Use original Brady cartridges only.

- Keep the ink cartridges out of the reach of children. Do not allow children to eat or drink the contents of the ink cartridges.
- Use caution when handling used ink cartridges since there may still be ink around the supply opening. Should the ink come into contact with your skin, wash the affected area thoroughly with soap and water. Should the ink come into contact with your eyes, immediately rinse them with water. If, even after thorough rinsing, discomfort persists or you have trouble seeing properly, immediately contact a physician.

Attention: Use original Brady cartridges only.

- Replace the cartridges when the machine is switched off or following the instructions provided later in this guide.
- Leave the empty cartridge in the printer until you get a replacement cartridge otherwise the ink remaining in the print head nozzles may dry out.
- Do not refill the ink cartridges. The printer calculates the amount of ink remaining via an IC chip on the cartridge. Even if the cartridge is refilled,

the amount of ink remaining will not be recalculated by the IC chip and the amount of ink available for use will not change.

Note:

- If an ink cartridge is empty, it is not possible to continue printing, even if the other cartridges still contain ink. Before resuming printing, replace the empty cartridge.
- In addition to the ink used during document printing, ink is also used during print head cleaning, during the self-cleaning cycle run when the printer is switched on and during ink loading when the cartridge is installed.

For more information about ink cartridges, refer to the Safety warnings and guidelines.

Using the printer's control panel

The printer's LED indicator lights alert the user when it is time to prepare a new ink cartridge and when it is time to replace an empty cartridge.

The table below describes the status of the printer's LED indicator lights and the actions to be taken.

LED indicator lamps	**Action to be taken**
Print Monitor	Obtain a yellow (Y1252320), magenta (Y1252319), cyan (Y1252317), matte black (Y1252318), photo black (Y1252368), red (Y1252365), or blue (Y1252366) replacement ink cartridge or a Glossy ink cartridge (Y1252367)
Print Monitor	Replace the empty ink cartridge as indicated by the Monitor status.

To replace an ink cartridge using the ink control key (Black key with red light), follow the steps provided below.

Note:

The pictures illustrate the replacement of the yellow ink cartridge. Replace the ink cartridge suited to the current situation.

1 Make sure the printer is switched on. The Red power led with the green light must be lit but not flashing.

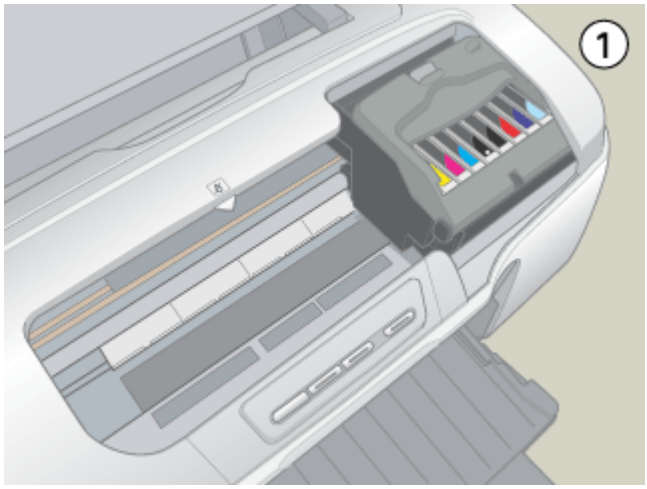
2 Open the printer's cover.

3 Press the Black ink control key with the Red light for less than three seconds, pressing the key for longer will start head cleaning and its relative ink consumption. The print head moves into the ink cartridge control position and the power led begins flashing. The ink cartridge indicated by the symbol "!" is empty or almost empty.

Note:

- If an ink cartridge is almost empty, it may be used until it is completely empty. To check the level of ink remaining in each cartridge, see the following paragraphs.
  See Using Status Monitor 3 for Windows

- Do not press and hold down the ink control key (Black with Red light) for more than three seconds. Otherwise the printer will begin the print head cleaning process.



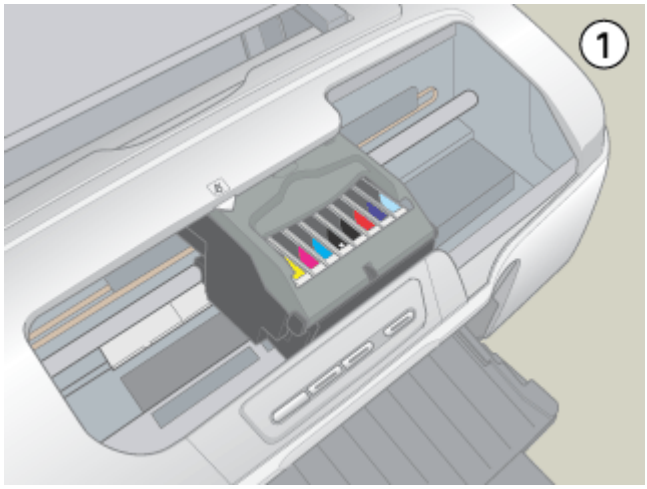
Attention:

Do not manually move the print head as this may damage the printer.
Press the ink control key to move the print head.

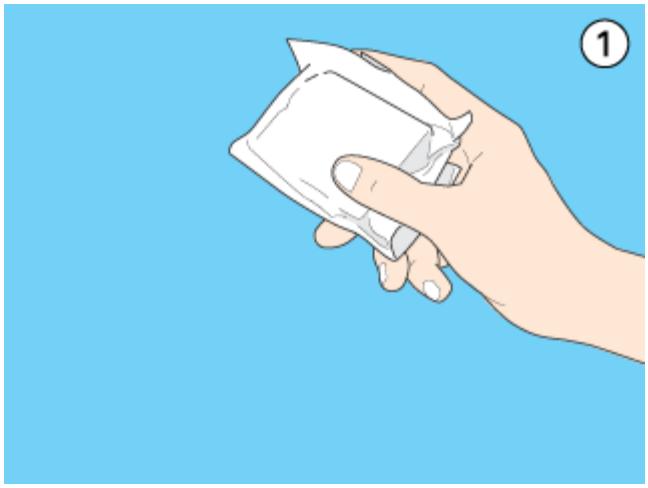
4 Press the ink control key .

If more than one ink cartridge is empty or almost empty the print head moves to the symbol which indicates this status. This happens every time the ink control key is pressed , until all the ink cartridges that are empty or almost empty are signalled.

After receiving the signal that all the cartridges are empty or almost empty, press the ink control key and the print head will move to the cartridge replacement position.



5 For the best results, shake the ink cartridge four or five times before opening the packaging.

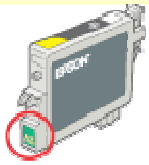


6 Remove the new ink cartridge from the packaging.

Attention: Use original Brady cartridges only.

- Be careful not to break the small hooks on the side of the ink cartridge when removing it from the packaging.
- Do not remove or tear the label on the cartridge as ink leakage.

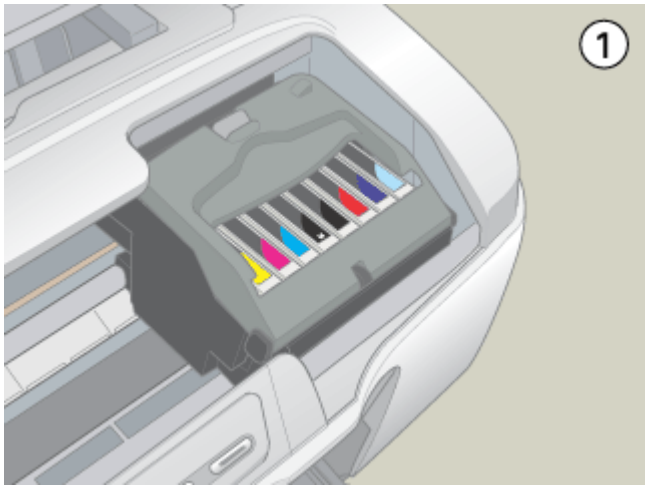
- Do not touch the green IC chip on the side of the cartridge. This may cause damage to the ink cartridge.



- If an ink cartridge is temporarily removed from the printer, make sure to protect the ink supply opening from dust and dirt; store it in the same place as the printer. Store the ink cartridge with the label facing upwards. Do not store the cartridge upside down. The ink supply port is equipped with a valve that makes covers and plugs unnecessary; however, use caution in order to avoid the ink from staining objects that the cartridge comes into contact with. Do not touch the ink supply port or the surrounding area.

- Always make sure to install the new ink cartridge in the printer immediately after the old one has been removed. If the ink cartridge is not installed promptly, the ink on the print head may dry out and make printing impossible.

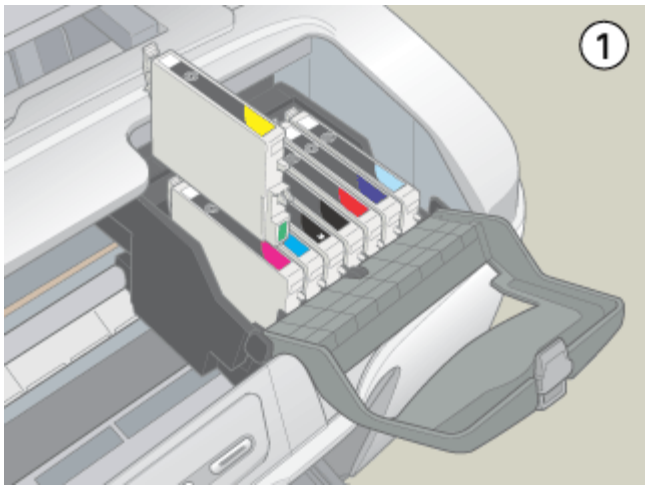
7 Open the cover of the cartridges. Grip the sides of the ink cartridge to be replaced. Remove the cartridge, lifting it out from the printer and then dispose of it properly. Do not keep used ink cartridges or try to refill them.



Warning: Use original Brady cartridges only.

Should the ink come into contact with your hands, wash them thoroughly with soap and water. Should the ink come into contact with your eyes, immediately rinse them with water. If, even after thorough rinsing, discomfort persists or you have trouble seeing properly, immediately contact a physician.

8 Vertically position the ink cartridge in its support. Then push the cartridge downwards until it snaps into position. When the cartridge has been replaced, close the cartridge and printer covers.



9 Press the ink control key. The printer will move the print head and begin loading the ink distribution system. This process requires approximately one and a half minutes for completion. When the ink loading process is complete, the print heads return to its rest position. The power led stops flashing and remains on and the ink led switches off.

Attention: Use original Brady cartridges only.

The power led light continues to flash during the ink loading process. Do not switch off the printer while this led light is flashing. Otherwise, ink loading may be incomplete.

Note:

If a low ink error is signalled after the print head moves back to its rest position, the ink cartridge may not be installed correctly. Press the ink control key again and reinstall the cartridge until it snaps into position.

[Start]

REPLACING AN INK CARTRIDGE

In some cases, it may be necessary to replace an ink cartridge before it is empty.

If the low ink led light is flashing or lit, replace the empty ink cartridge as described in the following section.

See Replacing an empty ink cartridge

To replace an ink cartridge before the low ink led light begins to flash or the EPSON Status Monitor signals a low ink level, follow the instructions in this section.

An ink cartridge may also be replaced using the printer's control panel.

Warning: Use original Brady cartridges only.

- Keep the ink cartridges out of the reach of children. Do not allow children to eat or drink the contents of the ink cartridges.
- Use caution when handling used ink cartridges since there may still be ink around the supply opening. Should the ink come into contact with your skin, wash the affected area thoroughly with soap and water. Should the ink come into contact with your eyes, immediately rinse them with water. If, even after thorough rinsing, discomfort persists or you have trouble seeing properly, immediately contact a physician.

Attention:

- Brady recommends using original Brady ink cartridges. Products by other brands may cause damage to the printer which is not covered by Brady's conditions of guarantee.
- Leave the empty cartridge in the printer until you get a replacement cartridge otherwise the ink remaining in the print head nozzles may dry out.
- Do not refill the ink cartridges. The printer calculates the amount of ink remaining via an IC chip on the cartridge. Even if the cartridge is refilled, the amount of ink remaining will not be recalculated by the IC chip and the amount of ink available for use will not change.

Note:

- If an ink cartridge is empty, it is not possible to continue printing, even if the other cartridges still contain ink. Before resuming printing, replace the empty cartridge.
-

- In addition to the ink used during document printing, ink is also used during print head cleaning, during the self-cleaning cycle run when the printer is switched on and during ink loading when the cartridge is installed.

Using the printer's control panel

Attention:

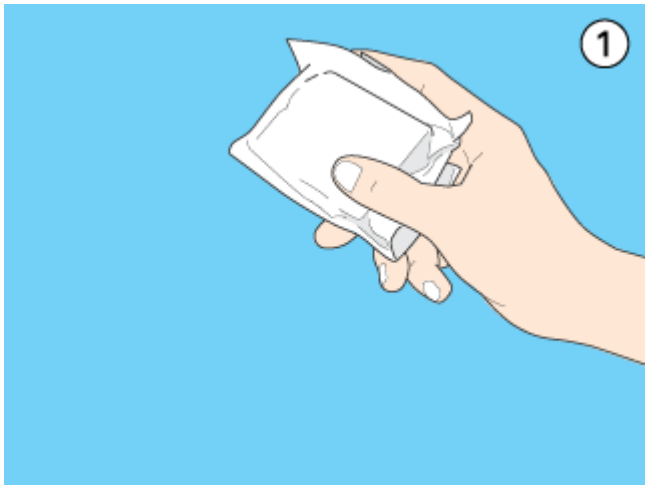
Remove the cartridge from the printer only when you are ready to replace it with another. BE CAREFUL NOT TO REPLACE OR OPEN THE GLOSSY EMPTY CARTRDIGE: THIS CARTRIDGE MUST BE KEPT SEALED

Note:

The pictures illustrate the replacement of the yellow ink cartridge. Replace the ink cartridge suited to the current situation.

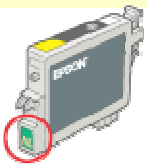
1 Make sure the printer is switched on. The power led light ⏻ must be on, but not flashing.

2 For the best results, shake the ink cartridge four or five times before opening the packaging.



3 Remove the new ink cartridge from the packaging.

- Be careful not to break the small hooks on the side of the ink cartridge when removing it from the packaging.
- Do not remove or tear the label on the cartridge as ink leakage.
- Do not touch the green IC chip on the side of the cartridge. This may cause damage to the ink cartridge.



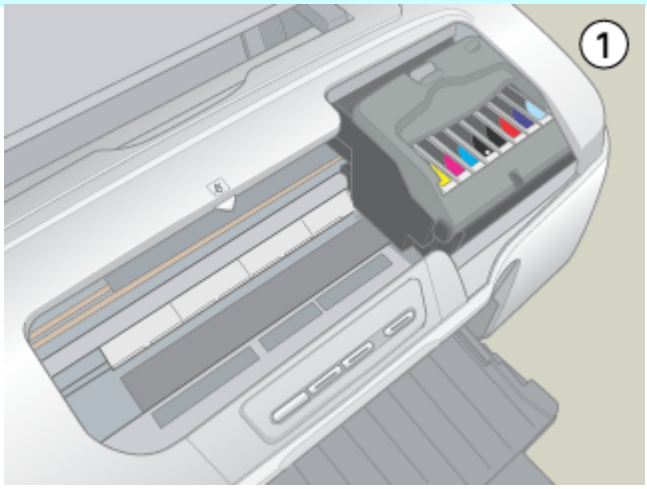
- If an ink cartridge is temporarily removed from the printer, make sure to protect the ink supply opening from dust and dirt; store it in the same place as the printer. Store the ink cartridge with the label facing upwards. Do not store the cartridge upside down. The ink supply port is equipped with a valve that makes covers and plugs unnecessary; however, use caution in order to avoid the ink from staining objects that the cartridge comes into contact with. Do not touch the ink supply port or the surrounding area.
- Always make sure to install the new ink cartridge in the printer immediately after the old one has been removed. If the ink cartridge is not installed promptly, the ink on the print head may dry out and make printing impossible.

4 Open the printer's cover.

5 Press the ink control key. The print head moves into the ink cartridge replacement position and the power led begins to flash.

Note:

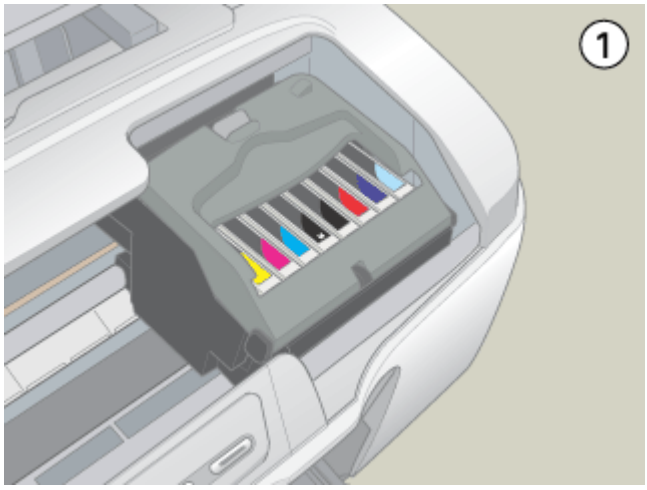
Do not press and hold down the ink control key for more than three seconds. Otherwise the printer will begin the print head cleaning process.



Attention:

Do not manually move the print head as this may damage the printer. Press the ink control key to move the print head .

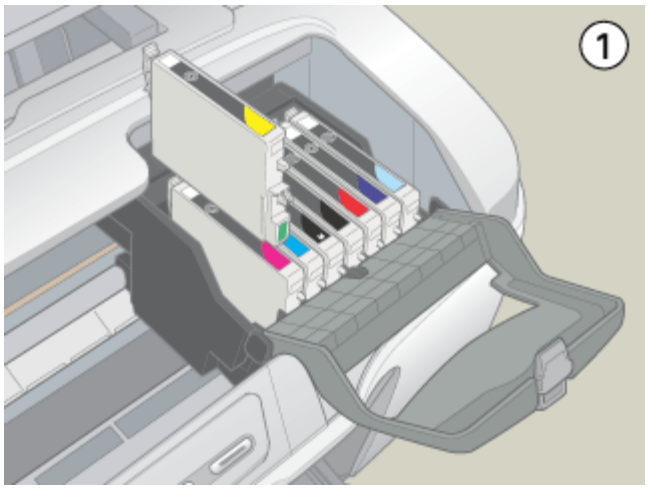
6 Open the cover of the cartridges. Grip the sides of the ink cartridge to be replaced with your fingers, lift it up and remove it from the printer and the dispose of it properly.



Warning:

Should the ink come into contact with your hands, wash them thoroughly with soap and water. Should the ink come into contact with your eyes, immediately rinse them with water. If, even after thorough rinsing, discomfort persists or you have trouble seeing properly, immediately contact a physician.

7 Vertically position the ink cartridge in its support. Push the cartridge downwards until it snaps into position. When the cartridge has been replaced, close the cartridge and printer covers.



8 Press the ink control key. The print head moves and the ink delivery system loaded. This process requires approximately one and a half minutes for completion. When the ink loading process is complete, the print heads return to its rest position. The power led stops flashing and remains on and the ink led switches off.

Attention:

The power led light continues to flash during the ink loading process. Do not switch off the printer while this led light is flashing. Otherwise, ink loading may be incomplete.

Note:

If a low ink error is signalled after the print head moves back to its rest position, the ink cartridge may not be installed correctly. Press the ink control key again and reinstall the cartridge until it snaps into position.

CHECKING THE INK LEVEL

For Windows

The amount of ink remaining in the cartridges can be checked using the Status Monitor 3 utility or the progress bar. For more detailed information, refer to the relative sections below.

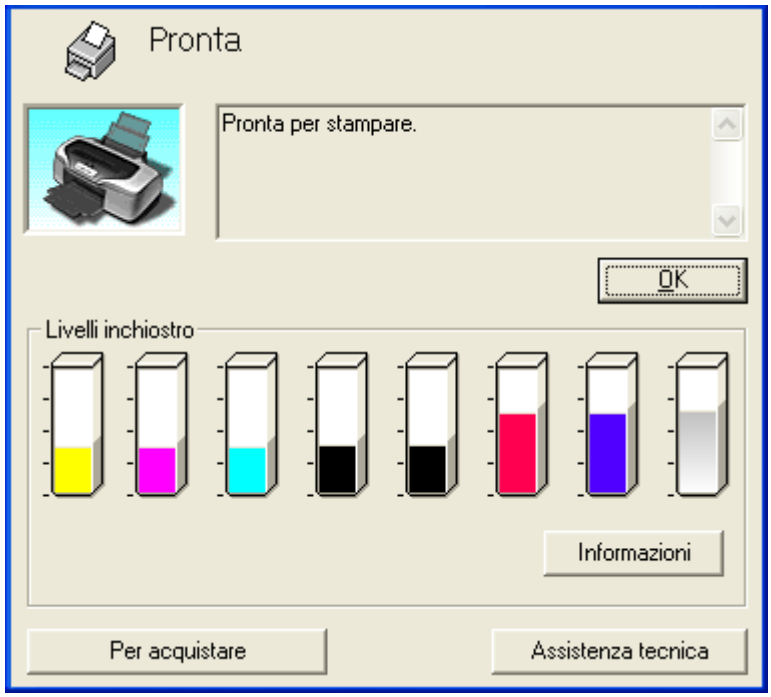
STATUS MONITOR 3

Access Status Monitor 3 using one of the following methods.

- Double click on the printer shortcut icon on the Windows taskbar. To add a shortcut icon to the taskbar, refer to the following section.
  See Monitoring preferences

- Open the printer software, click on the **Utility** card, and then click on the **Status Monitor 3** button.

An image showing the amount of ink remaining is displayed.



Note:

If one of the ink cartridges installed in the printer is broken, incompatible with the printer model or not installed correctly, Status Monitor 3 will not accurately display the amount of ink remaining in each cartridge. Make sure to replace or install the ink cartridges signalled by Status Monitor 3 again.

Progress Bar

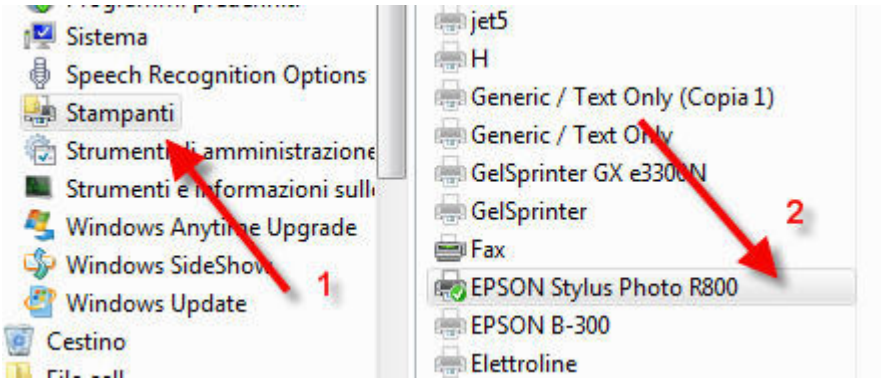
The progress bar's dialog window automatically appears when a print job is sent to the printer. The amount of ink remaining may be checked from this dialog window.

Setting the printer driver

Printing preference settings

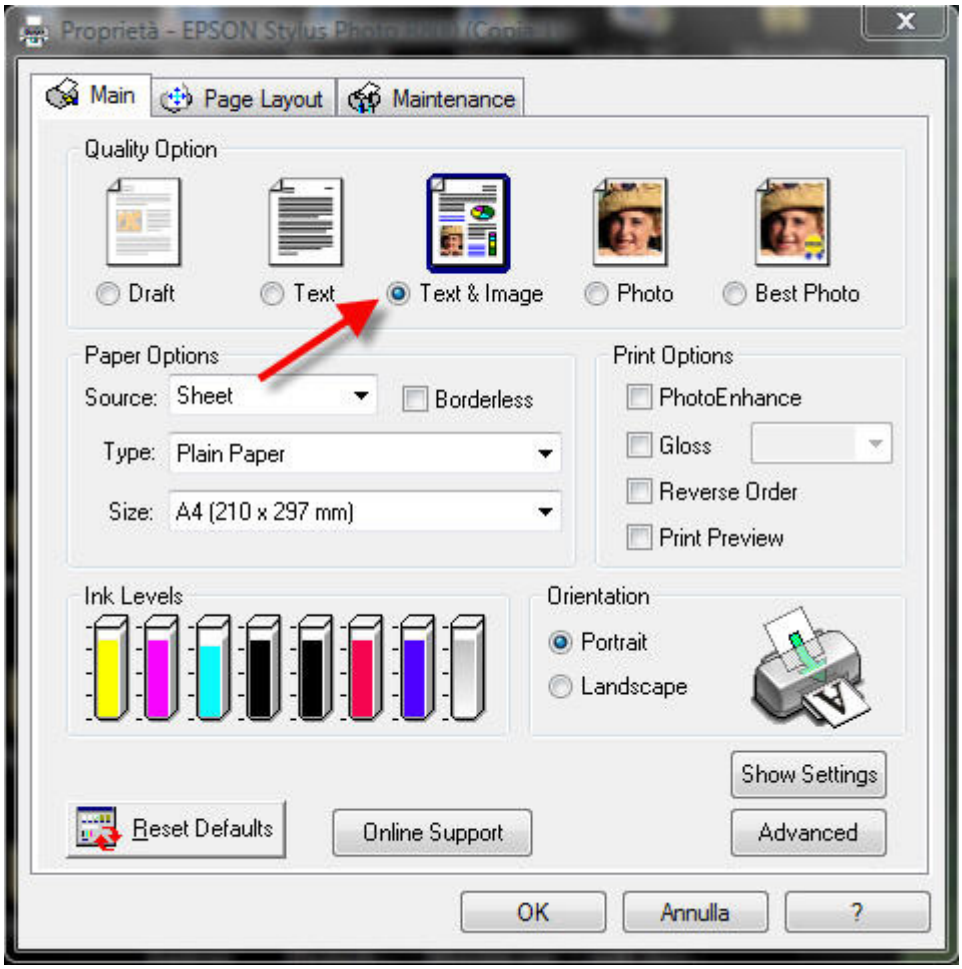
After installing the Driver using the CD provided:

Go to the printing preferences, selecting the Driver from Printers and then right click to choose the printing preferences (Pic. 1)



(Pic. 1)

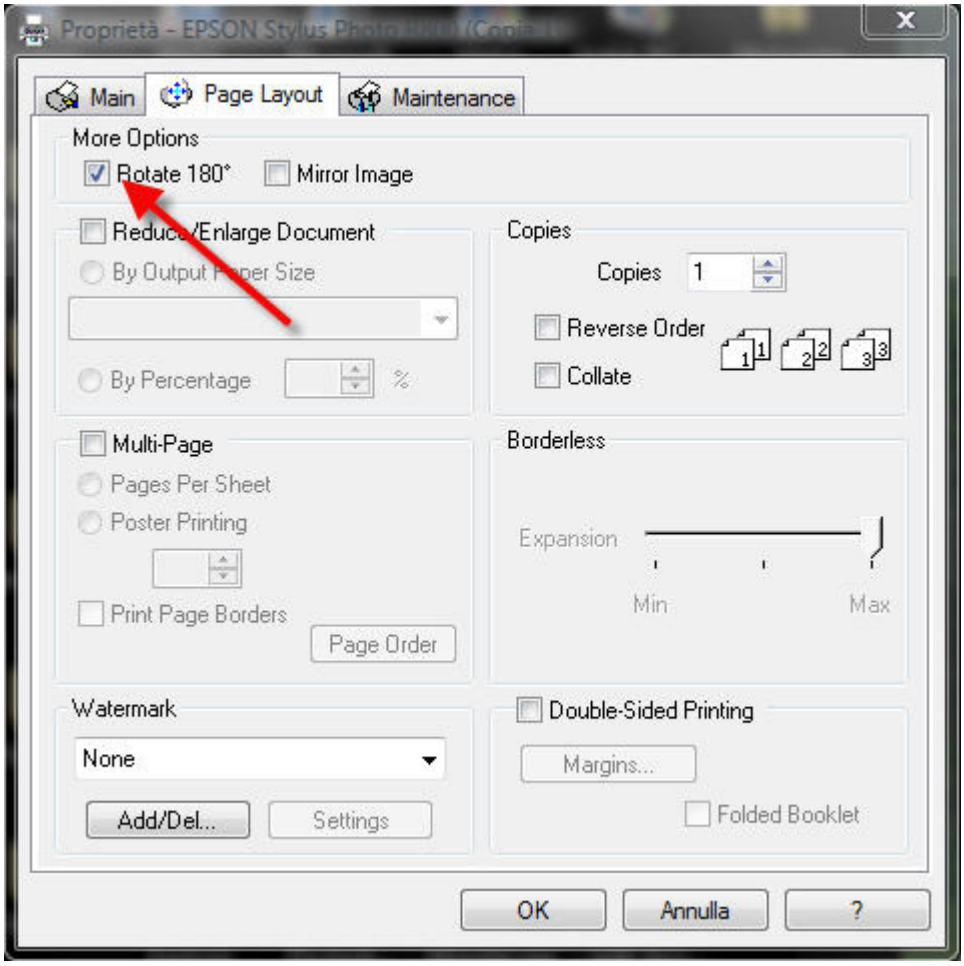
When the following page opens (Pic. 3) 2)



(Pic.2)

Select the Text&Image function.

Go to the Page Layout and select the 180° rotation as shown in (Pic. 3)



(Pic.3)

Press OK and exit the application.
The printer is now ready to print.

Care and Adjustment

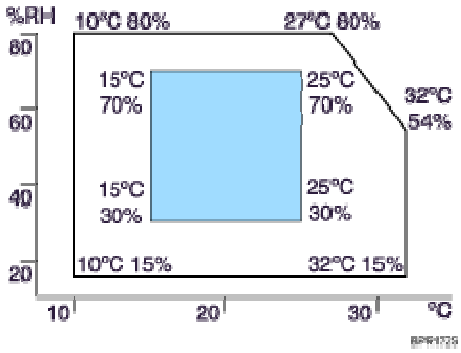
Positioning the printer

Importante

- To prevent malfunctions, place the printer far from:
  - Direct sunlight
  - Air flow from air conditioners and heating devices
  - Radios, televisions, or other electronic devices
  - Areas with high/low temperatures or high/low humidity levels
  - Humidification Devices
  - Oil heaters and devices that emit ammonia (diazo copiers)

Install the printer on a stable, uniform surface.

- The surface must be flat within 2 degrees from left to right and from front to back.
- To prevent the formation of condensation, install the machine in an area where the temperature and humidity do not exceed those indicated in the following diagram.
- If these limits are exceeded, printing may be interrupted.

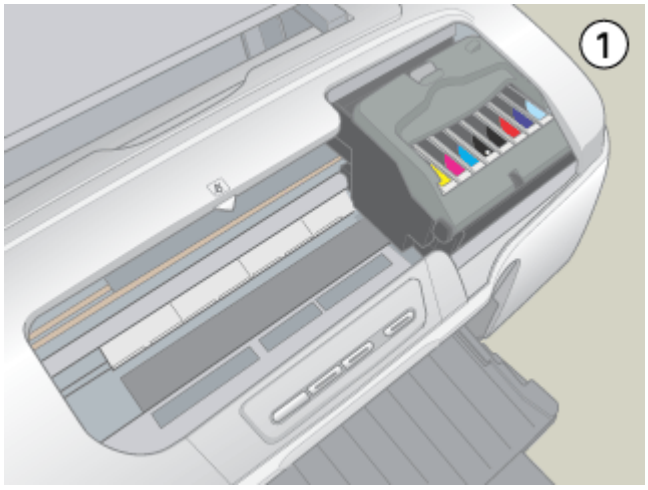


- White area: necessary space
- Grey area: recommended space

Cleaning the printer

To keep the printer in proper working order, thoroughly clean it throughout the year as described below.

1. Disconnect the printer's power cable.
2. Remove any paper from the feeder.
3. Use a soft brush to carefully remove all the dust and dirt from the feeder.
4. If the external casing of the printer or the feeder's internal parts are dirty, clean them using a cloth dampened with a mild detergent. Keep the cover of the printer closed, to prevent liquids from entering.
5. If ink accidentally gets on the inside of the printer, clean it with a damp cloth.
6. If ink leaks inside the printer, clean the internal parts using a clean, soft cloth.



Warning:

Be careful not to touch the gears or rollers inside the printer.

Attention:

- Do not grease the metal parts under the print head's carriage.
- Never use alcohol or solvents to clean the printer; these chemical substances can damage both the printer's components and external casing.
- Keep liquids away from the printer's mechanisms and electronic components.

- Do not use brushes with hard or abrasive bristles.
- Do not spray lubricants inside the printer. Using oil that is not suitable, may damage the mechanism. For this operation, contact the dealer or technical assistance centre.

Cleaning the printer head

If the printer is not used for more than 48 hours, cleaning the print head is recommended in order to prevent possible malfunctions and, consequently poor print quality.

Remove the ink cartridges from the printer and replace them with the 6 cleaner cartridges carefully following the colour code on the printer and the cartridges. Carry out the same operations to load a new ink cartridge.

Leave the cleaner cartridges in the printer until it is used again.

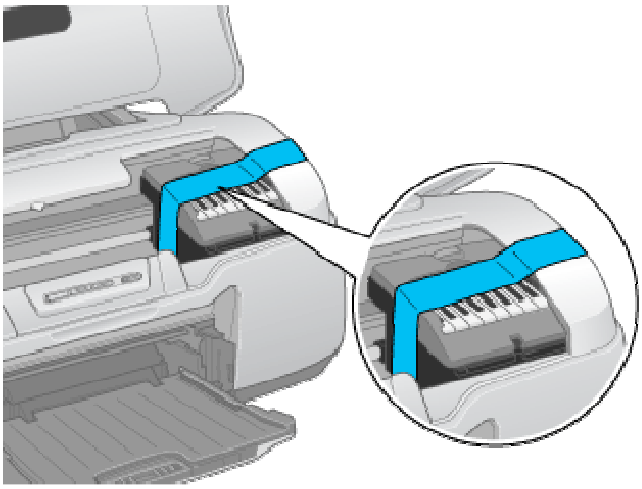
Transporting the printer

If the printer must be transported, prepare it and carefully repackage it as described below, using the original packaging (or a similar box that can fit the printer) and packaging materials. Carry out the steps indicated below.

Attention:

- When transporting the printer, do not tilt it, position it vertically or turn it over. Otherwise, the cartridges may leak ink.
- Leave the ink cartridges in the printer. If the cartridges are removed, the print head will dry out and the printer will not be able to print.

1. Connect the printer to the electrical outlet, and then switch it on. Wait for the print head to return to its rest position, and then close the printer's cover. Switch off the printer and unplug it from the electrical outlet.
2. Disconnect the printer's interface cable.
3. Remove any paper from the feeder.
4. Open the printer's cover again. Secure the ink cartridge container to the body of the printer using adhesive tape as shown below; then close the printer cover.



5 Make sure the drawer is closed and secured with the adhesive tape.

6 Apply the protective materials on both sides of the printer.

7 Repack the printer and the power cable in the original packaging.

8 Keep the printer in a horizontal position during transport.

9 Remove the protective materials and the tape from the printer before using it again.

Parts of the printer and control panel functions

Parts of the printer

a. **Ink cartridge compartment**
b. **ACS tags & Adaptor**
c. **Head cleaning key**
d. **On-line key**
e. **Power ON/OFF key**
f. **Tag & Adaptor tray**

Printer Operation

Start up

⇒ Make sure the drawer is closed

⇒ Press the E key to connect the printer to the electrical network.

⇒ Press the C key until the printer switches on. The light on the key will begin to flash; wait until the light stops flashing. The printer is ready

Loading the Tags

The tags are hooked onto the adaptors. The printer is supplied with SABAPC and SABAPM plates that allow for printing most types of tags. The SABATQ. adaptor is used to print square tags. The plates have hooks at opposite angles that are inserted in the slots marked on the base of the machine.

Adaptors

SABAPC- adaptor plate for 4-stem tags

SABAPM- adaptor plate for 3-stem tags

SABATQ- adapter plate for large and small square tags.

Printing

⇒ Switch on the printer and make sure the green light on the red start button is lit and is not flashing.

⇒ Pull out the print drawer and place the tags on the adapters corresponding to the tags currently in use.

⇒ Insert the text into the software and print.

⇒ If printing multiple pages, remove the printed tags and replace them with new ones when the tray comes out; then, from the Status Monitor, start printing the next page. Repeat until the last of the pages is reached.

Troubleshooting

DIAGNOSING THE PROBLEM

▼ Status Monitor

▼ Running a printer operation check

Printer troubleshooting must be managed in two phases: first diagnose the problem, and then apply the most appropriate solutions until the problem is resolved.

The information required for diagnosing and solving common problems is provided in the on-line troubleshooting guide, via the printer's control panel, via the Status Monitor utility, or by running a printer operation check. Refer to the appropriate section shown below.

If there is a specific problem related to print quality, a print problem not related to print quality, a paper feed problem or it is not possible to print, refer to the appropriate section in this chapter.

To solve a problem, it may be necessary to cancel a print job.

➡ See Cancelling printing

Error indicators

A number of common printer problems can be identified via the led indicator lights on the printer's control panel. If the printer stops workings and the led lights are lit or flashing, contact the Technical Assistance department of Brady Italia S.R.L.

Status Monitor

If a problem occurs during printing, an error message will appear in the progress bar window.

When the ink is finished, click on the **How...** button in the Status Monitor window or in the progress bar window and the Status Monitor will guide you through the cartridge replacement process.

If an error message is displayed, signalling that the printer's internal parts are at the end of their working life, contact your local dealer for new parts.

Running a printer operation check

If the cause of the problem cannot be identified, running a general printer operation check can help to determine whether the source problem comes from the printer or the computer.

To print a printer operation test page, follow the steps below.

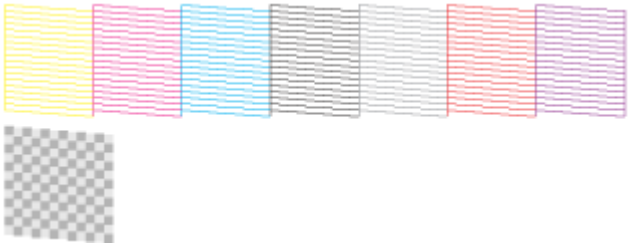
1 Make sure that the printer and computer are switch off.

2 Disconnect the cable from the printer's interface connector.

3 Remove the tag adaptor plates. Make sure the plate is loaded with A4 paper.

4 Go to the printer driver and, under printer settings and maintenance, find the nozzle control key and start printing following the instructions you will be given.

Compare the quality of the test page with the example shown below. If there are no print quality problems (e.g., missing parts or missing segments in the test lines), the printer is working properly, the problem is probably due to the printer's software settings, application settings, the interface cable (be sure to use a shielded cable) or the computer itself.



If the quality of the test page is not satisfactory, there is a problem with the printer.

IF AFTER CLEANING THE PRINT HEADS VIA THE STATUS MONITOR, THE PRINT QUALITY IS STILL NOT SATISFACTORY, REPLACE THE INK CARTRIDGES WITH THE CLEANING CARTRIDGES AND CLEAN THE HEADS TWICE. AFTER THIS, REINSERT THE INK CARTRIDGES AND BEGIN PRINTING. IF THE PROBLEM PERSISTS, REPEAT THESE STEPS.

IF THERE IS NO IMPROVEMENT, CONTACT CUSTOMER TECHNICAL ASSISTANCE DEPARTMENT

THE PRINTER DOES NOT PRINT

- All the led indicator lights are switched off
- The leds light up briefly and then switch off
- Only the power led is lit
- The error led is flashing or lit
- The error led is lit and the power led is flashing

All the led are off

- Press the power ⏻ key to make sure the power is on.
- Switch off the printer and make sure the power cable is securely connected.
- Make sure that the electrical outlet works and that it is not controlled by a switch or timer.

The led lights switch on briefly and then switch off.

The printer's voltage may not correspond to that of the electrical outlet. Switch off the printer and immediately disconnect it. Check the tag on the printer for the required voltage.

Attention:

If the voltage does not correspond to that of the outlet, DO NOT RECONNECT THE PRINTER. Contact your local dealer.

Only the power led is on

- Switch off the printer and the computer. Make sure the printer's interface cable is securely connected.
- Ensure that no packaging materials have been left in the printer.

- Print the nozzle check from the Status Monitor. If the test page is printed correctly, contact technical assistance; otherwise, insert the cleaning cartridges and clean the head. After cleaning, reinsert the ink cartridges and clean the head. If the printing problems persist, contact the customer technical assistance service.

- If you are trying to print a large image, the computer may not have enough memory to print. Try to reduce the size of the image and then print again.

- Users of Windows Me and 98 can cancel any blocked print jobs using the Spool Manager.
  See Using the Spool Manager

- If the printer sounds like it is trying to print but it is not printing, run the Head cleaning utility.
  See Cleaning the print head

If this operation does not produce any results, replace the ink cartridge.

See Replacing an ink cartridge

The error led is flashing or lit

Check Status Monitor 3 (Windows) or Status Monitor (Macintosh) to identify the cause of the error, then try one or more of the following solutions:

- If the Status Monitor signals that there is no more ink or that the ink level is low, replace the cartridge.
  See Replacing an empty ink cartridge

Communication error

The power led does not light up
The power led is lit but printing does not take place

The power led does not light up

Cause	What to do
The power cable may not be properly inserted in the electrical outlet.	Switch off the printer and check the power cable connections between the printer and the electrical outlet. Then, switch on the printer again.
The electrical outlet may be controlled by an external switch or an automatic timer.	Make sure the switch is on or connect another electrical device to the outlet in order to verify that it is working properly.

The power led it lit but printing does not take place.

Cause	What to do
The computer may not be properly connected to the printer.	Install the printer as described on the set-up sheet.
The interface cable may not	Check both ends of the interface cable

be securely connected.	between the printer and the computer.
The interface cable being used may not be the correct type.	If using an USB interface, use a USB Revision 1.1 or 2.0 cable.
An error has occurred.	Check the lights on the control panel to see if there are any flashing or red lights other than the power led. In this case, contact technical assistance at 02/26000022 or send an e-mail to TSITALY@BRADYCORP.COM
The printer may be damaged.	Print the nozzle test page to check if the printer is damaged. See Running a printer operation check If the printer does not print, it may be broken. Contact your local dealer.
The application software may not be correctly installed for the printer.	Make sure you have selected the printer being used by the application software.
The computer's memory system is too small to handle the volume of data contained in the document to be printed.	Try reducing the resolution of the document's images in the application software, or install more memory on your computer, if possible.

Customer Service

Contacting Customer Service

If the Brady product is not working and the problem has not been resolved after trying the solutions proposed in the product documentation, contact the technical assistance centre. More information about how to contact Brady customer support, refer to the Pan-European Guarantee Document.

Customer Assistance will be able to respond more quickly if the following information is provided:

- Product Serial Number (the serial number label is usually on the side of the printer)
- Product model
- Product software version
  (click on **Info about...**, **Version information** or on a similar button in the product software).
- Computer brand and model
- The name and version of the computer's operating system.
- Name and version of the applications usually used with the product.

Technical Specifications

Printing

Printing method	Inkjet
Nozzle configuration	1440 nozzles (180 x 8)

Ink cartridges

Colour	Yellow, Magenta, Cyan, Matte Black, Photo Black, Red, Blue, Glossy
Duration	Within 6 months after opening the package, to 25°C [77°F]
Temperature	Storage: From -20 to 40°C (from -4 to 104°F) 1 month at 40°C (104°F) Freezing point:* -16°C (3.°F)
Dimensions	12.7 mm (L) x 73.5 mm (P) x 55.3 mm (A)

* The ink thaws out and becomes usable after approximately 3 hours at 25°C (77°F).

Attention:

- Brady recommends using original Brady ink cartridges only. Products by other brands may cause damage to the printer which is not covered by Brady's conditions of guarantee.

- Do not use an ink cartridge if the date on the package has expired.
- Do not refill the ink cartridges. The printer calculates the amount of ink remaining using an IC chip located on the cartridge; therefore, if the cartridge has been topped up, the chips signals that it is empty.

Note:

The ink cartridges provided with the printer are partially used during initial installation. To print high quality documents, the print head must be fully loaded with ink. This process, which occurs only once, consumes a certain amount of ink, while cartridges installed subsequently will be used for their entire rated life.

Mechanical Specifications

Tag path	Manual feeder with front input
Feeder capacity	4 ACS frames
Dimensions	Printing Width: 495 mm (19.5 inches) Depth: 644 mm (25.6 inches) Height: 322 mm (12.7 inches)
Weight	25 kg without ink cartridges

Electrical Specifications

	120 V model	**220-240 V model**
Input voltage	from 99 to 132 V	from 198 to 264 V
Rated frequency	From 50 to 60 Hz	
Input frequency	From 49.5 to 60.5 Hz	

Rated current absorption	0.5 A (max. 0.8 A)	0.25 A (max. 0.4 A)
Power consumption	Approx. 150 W (ISO10561 Letter Pattern) Approx. 2.5 W in standby	Approx. 150 W (ISO10561 Letter Pattern) Approx. 2.5 W in standby

Environmental Specifications

Temperature	Operation: From 10 to 35°C (from 50 to 95°F) Storage: From -20 to 40°C (from -4 to 104°F) 1 month at 40°C (104°F)
Relative humidity	Operation:* from 20 to 80% Storage:* From 5 to 85%

* Without condensation

Standards and Approvals

Low Voltage Directive 73/23/EEC	EN 60950
Electromagnetic Emissions Directive 89/336/EEC	EN 55022 Class B EN 55024 EN 61000-3-2 EN 61000-3-3

System Requirements

WINDOWS REQUIREMENTS

To use the printer, Microsoft® Windows®XP must be installed.
The driver is also approved for use with Microsoft ® Windows ® Vista and 7.
Additional requirements depend on the operating system used.

USB CONNECTION:

To connect the printer using a standard shielded USB 1.1 cable, you need a computer with Windows XP, 2000, 7 or Vista pre-installed and equipped with a USB port. To use a USB 2.0 cable, you need a computer with Windows XP or 2000 pre-installed and equipped with a USB 2.0 port.

To connect the printer using IEEE 1394 port, you need a computer with Windows XP, Me, or 2000 pre-installed and equipped with an IEEE 1394 port. You must use a shielded IEEE 1394 cable.